



Site Information (Please indicate "Unknown" in the appropriate spaces) Name of Property or Business Owner(s) Company Name Address _____ City _____ State ____ Zip Code ____ Photographs or video submitted [] No [] Yes _____ **Complainant Information** Please write your observations below. In describing the site please be as descriptive as possible. Do not leave out information that may seem unimportant. If you need additional space please continue on a separate page.

1) Please give detailed directions to	o the site, (as if you were star	ting from Concord, NH).
2) Draw a sketch map of the site. Is better to put "too much" in, that plain white paper.	•	
WOULD YOU PREFER TO REMAIN	N CONFIDENTIAL? [] Yes	[] No [] N/A
Complainant Name(s)	Signature	
Address		
Telephone Number (Home)	(Work)	
Other Contacts/witnesses		

WASTE MANAGEMENT PROGRAMS SPECIAL INVESTIGATIONS SECTION GUIDELINES FOR REPORTING CITIZEN COMPLAINTS

See also Hazardous/Solid Waste Complaint Investigation link

Reporting

- 1. Information should be first reported to local officials such as selectmen, code enforcement officers, health officers, fire or police officials.
- 2. Information not investigated by local officials can be reported to NH DES, Special Investigations Section (SIS) at 271-3899. Call SIS before submitting a complaint if you have questions.
- 3. Information can initially be reported by phone, but **MUST** also **be submitted in writing and signed by the complainant.** The complainant's name can be kept confidential, but in cases that go to trial, the Court may require release of the complainant's name.
- 4. Due to the high number of complaints, SIS will not investigate anonymous phone complaints.
- 5. After printing out the complaint form and filling it out, submit the form to:

NH Dept. of Environmental Services Special Investigations Section 6 Hazen Drive Concord, NH 03301-0095 Fax (603) 271-2456

PLEASE NOTE: SIS WILL NOT ACCEPT THIS FORM ELECTRONICALLY – IT MUST BE PRINTED OUT, SIGNED AND RETURNED BY MAIL

Information to Report

CAUTION: You should never put yourself at risk to get the information detailed below. Forward what information you can gather without trespassing or exposing yourself to any harmful materials

- 1. Location: good accurate directions are essential! Give landmarks, route numbers, distances from intersections or other landmarks. **Drawing a map is very helpful**.
- 2. A detailed description of the situation; this should include, when possible:
 - a) when was the issue first observed;
 - b) the nature and amount of the materials involved;
 - c) the types of activities (dumping, burying, burning, etc.);
 - d) the names of parties involved, both individuals and companies; and
 - e) if vehicles are involved, a description (including any markings of company names, color, type), and license plate number.
- 3. For containers, indicate the size, shape, color, number of containers, type (plastic, metal, etc), condition (bulging, rusted, covers and caps missing or loose?);
- 4. Any and all label information that can be safely observed;
- 5. Is there any material leaking? Remember, do not touch material and observe from a safe distance.
- 6. Is the material near or getting into a waterway?
- 7. What is the area like: rural, urban, industrial, commercial, or residential? Is it on a flat area, steep slope, in a drainage ditch?
- 8. Is there an immediate danger to passing traffic or neighboring properties? Are homes/businesses in the surrounding area on municipal-supplied water or on private wells? Are streams, ponds or wetlands nearby?
- 9. Photographs or videotape of the problem can be very helpful.
- 10. Are there other individuals who can be contacted for additional information?